

including but not limited to:

- 1) Conduct site surveys at each county office and retailer location;
- 2) Ready each site for equipment installation including installation of electrical outlets, data cables and data wall jacks;
- 3) Install telecommunications lines, where appropriate, to county and retailer locations;
- 4) Deploy any equipment required to support and operate EBT including but not limited to card issuance devices, administrative terminals and user training equipment;
- 5) Prepare and install POS devices;
- 6) Provide cardholder card issuance and training;
- 7) Provide operations, help desk and user training to county and retailer staff;
- 8) Perform acceptance testing of all county eligibility system interfaces, county financial system interfaces, communications systems, and county EBT hardware and software; and
- 9) Provide enhanced production and technical support to counties during the first full monthly cycle of EBT production/conversion.

At the beginning of EBT implementation in each county, the Contractor will obtain input from the county and will develop a customized County Implementation Work Plan for the county from the County Template.

Bidder understands and will comply: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

5.7.4 Pilot Implementation and Operations

EBT operations shall begin with a Pilot Implementation in Alameda County. The pilot implementation is a live implementation of the system in a localized area, for a specified period of time. The pilot implementation will provide the State an opportunity to monitor system operations and performance in a controlled environment and allow the Contractor to correct any processing or operational problems prior to statewide implementation.

The pilot will be conducted over a period of up to three (3) months, beginning no later than ten (10) months after award of contract. The pilot will be conducted according to the Pilot County Work Plan submitted by the Contractor and approved by the State.

Bidder understands and will comply: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

5.7.5 Pilot Evaluation

The Pilot Evaluation will be conducted by the State, in conjunction with the Contractor, EBT Project Independent Verification and Validation (IV&V) contractor and the Pilot County. During the Pilot Evaluation, the State will review and evaluate the results of Pilot Operations and the functioning of all aspects of the system including key areas such as interfaces, training, card issuance and activation, transaction processing, retailer management, settlement, reconciliation, reporting, system security, and participation of all stakeholders.

The State shall conclude the evaluation and complete the Pilot Evaluation Report no later than two (2) months following completion of the pilot operations period. The Pilot Evaluation Report shall include specific actions and/or recommendations for system changes and corrections to be made by the Contractor before statewide implementation. Any necessary system modifications or other changes, including changes to reports, training materials and other system documentation, identified through the Pilot Evaluation shall be completed prior to further implementation of EBT.

Concurrent with Pilot operations and evaluation and according to the various regional implementation schedules County Readiness activities, and County Planning and Installation activities may commence. However, with the exception of one pilot district office in Los Angeles County, County Implementation activities will not be authorized in any county other than the Pilot County until the Pilot Evaluation is completed, the Contractor has completed all required system modifications, the system modifications have been accepted by the State, and the State has determined that the Contractor and EBT System are ready for statewide implementation. A single district office in Los Angeles County may implement EBT after the Pilot County has successfully completed Pilot Operations, in order to test EBT operations in Los Angeles County.

Bidder understands and will comply: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

5.7.6 Eligibility System Interface Acceptance Testing and Pilot

The State requires acceptance testing and a pilot period for each new eligibility system interface as it is added to the EBT system. The System Test Plan shall define the elements of the eligibility system acceptance testing to be used by the Contractor and counties. The Implementation Work Plan and schedule shall accommodate the following requirements when implementing an eligibility system interface in a county:

- 1) Before EBT benefits are issued in each county, assure that the eligibility system interface used by the county is developed, tested, and accepted by the State
- 2) Allow additional time and resources for an acceptance test and pilot operations in the first county that implements an eligibility system interface
- 3) Validate each county's operating procedures and assumptions against the functionality of the eligibility system interface used by the county

